



COMMON SERVICES  
FOR BORROWERS  
*"We Help America Manage  
Student Aid Obligations"*



# CSB Panagon Common Retrieval

12/10/2007

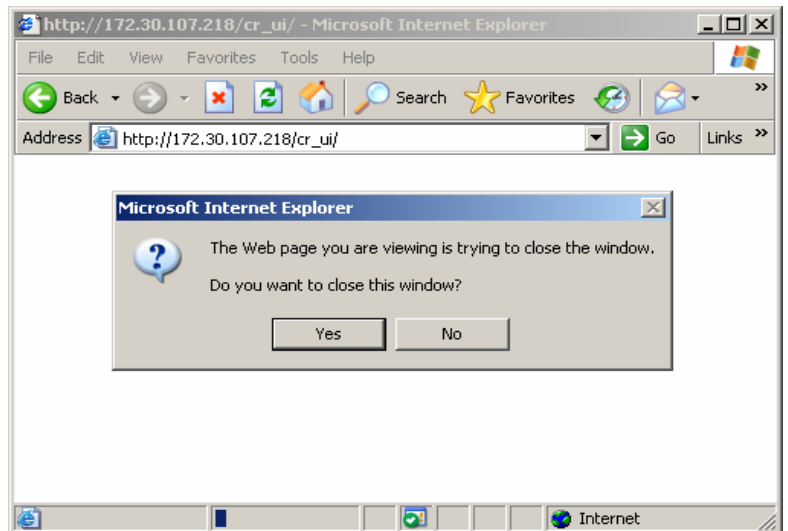
## System Logon

Sign into your terminal. On your desktop, double click on the CSB Common Retrieval icon.

## Microsoft Internet Explorer

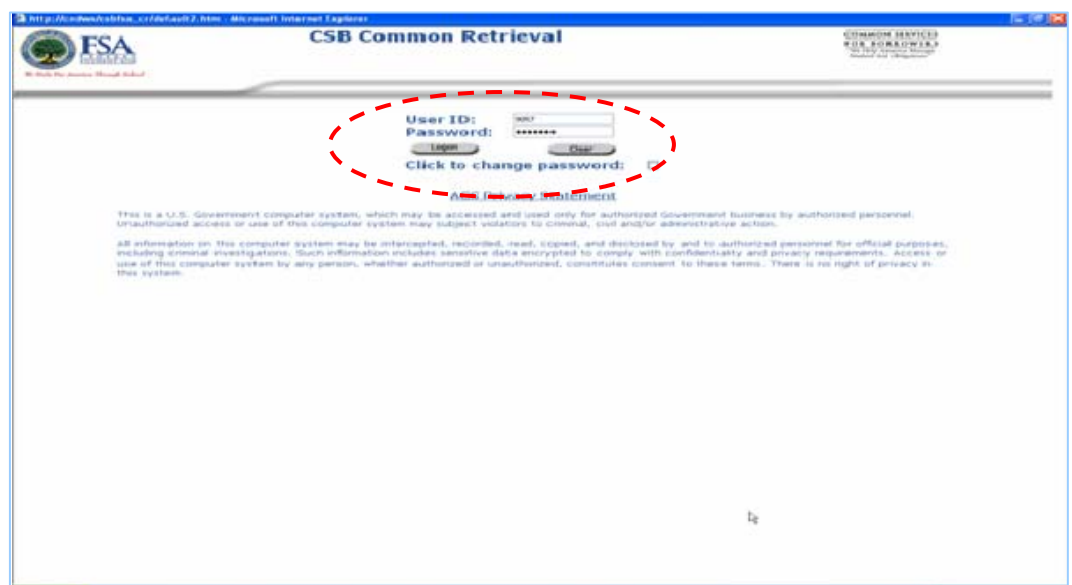
When signing into the CSB Common Retrieval System the Microsoft Internet Explorer box will ask. “Do you want to close this window?”

Click ‘Yes’ every time.



## Logon Window

The Logon window prompts you to enter your **User ID**(Panagon Processor Code) and **Password**.



**Your User ID is associated to every document that you work.**

**Logon** – The ‘Logon’ button will verify your User ID and Password for the application.

**Clear** – The ‘Clear’ button will clear the text boxes in the window.

Click the ‘Logon’ button after entering your User ID and Password.

**Click to change password** – The “Click to change password” button will allow you to update your password when necessary.

**Please note: If you are a new user you will be assigned a temporary password. You are therefore required at first logon, to check the box next to ‘Click to change password’. However, you may choose to change your password at any time for any reason. Otherwise, the system will prompt you to change it every 90 days.**

Please contact the CSB Help Desk at 1-888-291-2160 or email them at [csbhelpdesk@acs-inc.com](mailto:csbhelpdesk@acs-inc.com) for issues with your CSB Panagon User ID and or Password.

## CSB Common Retrieval

The CSB Common Retrieval window allows you to perform searches for a specific document or group of documents.

**Document Class** – The Document Class Selection Control allows the user to select the document class. The drop-down list box is initially populated with “All” as the document class selection.

You must enter at least one of the following to perform a search:

**SSN** – the borrowers Social Security Number.

**Debt ID** – a Debt ID

**Search Fields** – You must enter a key value in one or more of the Search Fields in-order to perform a search. The key values include the SSN or Debt ID.

**CSB Common Retrieval**

COMMON SERVICES FOR BORROWERS  
"We Help America Manage Student Aid Obligations"

Search Clear Submit Report Close

PCA ID: JYB

**Document Class** Document Class: All

Click here to get Microfilm, Microfiche or Paper Documents: ☐

Click here to Print Panagon Images when "Submit" is chosen: ☐

Please Enter At Least One (1) Key Value:

SSN

Debt ID

**Search Fields**

Optional fields for Microfilm, Microfiche or Paper:

Document Required: P - Prom Notes Only

Request Type: C - Copies

Debt Type: A - ALL

Send To:

Street Addr1:

Street Addr2:

City:

State:

ZIP:

After you enter either the SSN or Debt ID, click one of the following options depending on your desired results. There will be a validation check that will go against DCMS mainframe to see if the user is requesting documents that are assigned to them. Accounts that are not authorized for your viewing will be restricted.

**Search** – The **'Search'** button performs a search for the specified criteria that you input.

**Clear** – The **'Clear'** button will clear the search fields in the window.

**Submit** – The **'Submit'** button can only be selected once the user has performed a search. When requesting Microfilm, Microfiche, Paper or Panagon Images, you must have the appropriate box checked depending on whether you have a microfilm, microfiche paper or image request. Clicking **'Submit'** will send a request for document(s) to be mailed to the user or a third party.

**Report** – The **'Report'** button is non-functional.

**Close** – The **'Close'** button closes the current window.

**CSB Common Retrieval**

**Search** **Clear** **Submit** **Report** **Close**

**PCA ID: JYB**

Document Class:

Click here to get Microfilm, Microfiche or Paper Documents: ☐

Click here to Print Panagon Images when "Submit" is chosen: ☐

**Please Enter At Least One (1) Key Value:**

SSN

Debt ID

**Optional fields for Microfilm, Microfiche or Paper:**

Document Required

Request Type

Debt Type

Send To

Street Addr1

Street Addr2

City

State

ZIP

The following fields can be modified when requesting Microfilm, Microfiche, Paper or Printed Images:

**Document Required** – Select the Document required via a drop-down list: **F= Entire File**  
**P= Prom Notes Only**

**Request Type** – Select the Request type via a drop down list: **C = Copies**  
**O = Originals**  
(Only FSA Can Request Originals)

The screenshot shows the 'CSB Common Retrieval' web application. At the top left is the FSA logo with the text 'FSA FEDERAL STUDENT AID' and 'We Help Put America Through School'. At the top right is the text 'COMMON SERVICES FOR BORROWERS' and 'We Help America Manage Student Aid Obligations'. Below the header is a blue navigation bar with buttons: Search, Clear, Submit, Report, and Close. The main content area displays 'PCA ID: JYB'. Below this is a 'Document Class' dropdown menu set to 'All'. There are two checkboxes: 'Click here to get Microfilm, Microfiche or Paper Documents:' and 'Click here to Print Panagon Images when "Submit" is chosen:'. A section titled 'Please Enter At Least One (1) Key Value:' contains input fields for 'SSN' and 'Debt ID'. Below this is a section titled 'Optional fields for Microfilm, Microfiche or Paper:' which includes a 'Document Required' dropdown (set to 'P - Prom Notes Only'), a 'Request Type' dropdown (set to 'C - Copies'), and a 'Debt Type' dropdown (set to 'A - ALL'). There are also input fields for 'Send To', 'Street Addr1', 'Street Addr2', 'City', 'State', and 'ZIP'.

**Debt Type** – Select the Debt Type via a drop-down list:

- A = All**
- D = FDSL**
- G = GSL**
- F = FISL**
- N = NSL**
- P = POVR**

Third Party Requests cannot be mailed to a PO Box address. They must be mailed to a street address.

**Send To** – Enter the name and demographic information for a third party request.

**Street Addr1\***

**Street Addr2\***

**City\***



**State\***

**Zip\***

\*Enter the pre-determined Street Address, City, State and Zip for this request.

## Results of a SSN or Debt ID Search

Once you enter an SSN or Debt ID, click the **'Search'** button. To display an image click on a document ID under the **'Doc ID'** or **'New Viewer'** column.

**CSB Common Retrieval**  
We Help Put America Through School  
"We Help America Manage Student Aid Obligations"

SearchClearSubmitReportClose

PCA ID: PIC914  
Document Class: All  
Click here to get Microfilm, Microfiche or Paper Documents: ☐  
Click here to Print Panagon Images when "Submit" is chosen: ☐  
Please Enter At Least One (1) Key Value:  
SSN  
Debt ID G199205007966101  
Optional fields for Microfilm, Microfiche or Paper:  
Document Required P - Prom Notes Only  
Request Type C - Copies  
Debt Type A - ALL  
Send To  
Street Addr1  
Street Addr2  
City  
State  
ZIP

6 Item(s) Found

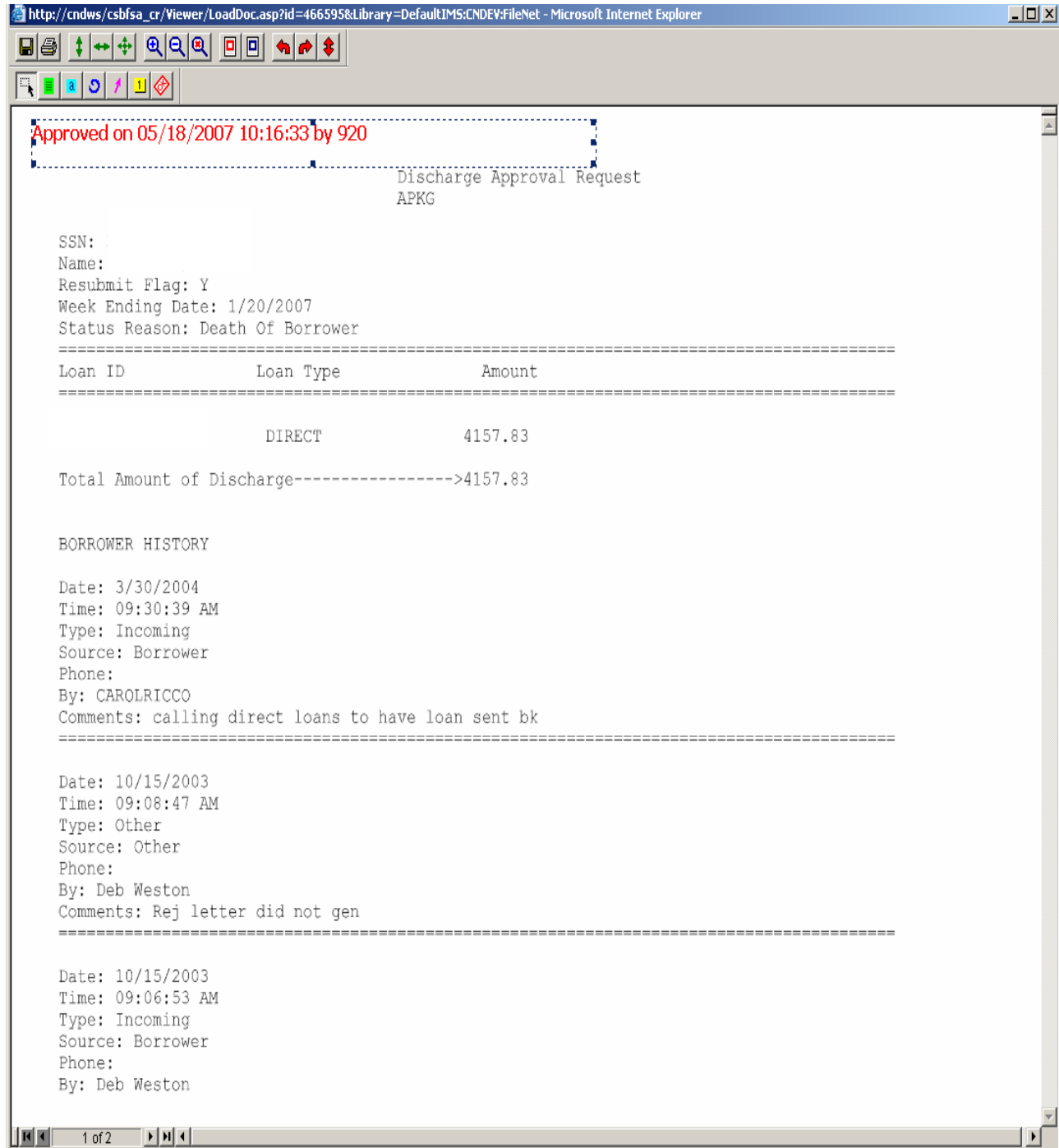
Doc ID	SSN	Doc Type	Debt ID	Receipt Date	Company ID	Case ID	Image ID	Auxiliary 1	Auxiliary 2	Date Of Death	Spouse SSN	New Viewer
397973		prom		2/27/2006	DCSIC0							397973
397979		phst		2/27/2006	DCSIC0							397979
397976		phst		2/27/2006	DCSIC0							397976
398000		edag		2/10/2006	ACSSV1							398000
396385		phst		1/19/2006	ACSSV1							396385
396170		fatb		1/16/2006	ACSW00							396170

Doc ID

New Viewer  
List

## Document IDM Viewer

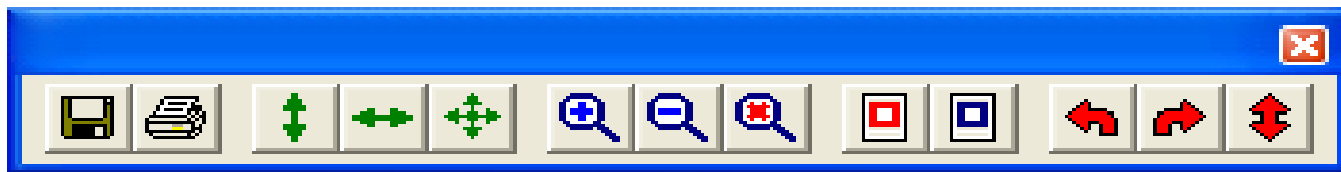
The document is displayed via IDM Viewer when a document ID is clicked on under the 'Doc ID' column. Any annotations pertaining to the document(s) are displayed on the top of the document image.



## Example of a Retrieved Document

## Document IDM Viewer Icon Definitions

**Document Viewer** displays the document image. The Document Viewer requires that you resize the window every time you Logon to Panagon.



**Print** – The print button prints the document.

**Fit Page**– The fit page buttons adjust the document image to fit the appropriate window. There are three buttons and are as follows:

1. **Page Width** - Scales the image to fit the width of the Window.

2. **Page Length** - Scales the image to fit the height of the **Document Viewer** displays the document image. The Document Viewer requires that you resize the window every time you Logon to Panagon.

3. **Whole Page** - Scales the image to fit in the window in both directions.

**Zoom** – The zoom buttons adjusts the zoom level of the document image. There are three buttons and are as follows:

1. **Zoom In** – Adjusts the zoom level in by 10% of the original document image.

2. **Zoom Out** – Adjusts the zoom level out by 10% of the original document image.

3. **Zoom Normal** – Adjusts the zoom level to the original size of the document image.

**Navigator** – The Navigator allows you to navigate over the document image.

**Magnifier** – The Magnifier will allow you to magnify any portion of the document. Click on the magnifier, then click and drag on the document (making a box as large or as small as needed).

**Rotate** – The rotate buttons rotate the displayed document image. There are three buttons and are as follows:

1. **Rotate Right** – Rotates the document image to the right by 90 degrees.

2. **Rotate Left** – Rotates the document image to the left by 90 degrees.

3. **Upside-Down** – Rotates the document image by 180 degrees.



## Document Viewer Icon Definitions



**Multiple page documents** - The single arrows located at the bottom of the document will allow you to move from page to page or input the required page number in the box. The left double arrows allow you to go directly to the *first* page. The right double takes you to the *last* page.



**Select**-Encompasses annotations and allows you to move them around the page

**Highlight**-Opens a highlight box on the image

**Text**-Allows you to type comments in the box on the image

**Pen**-Allows you to write/draw lines on the image

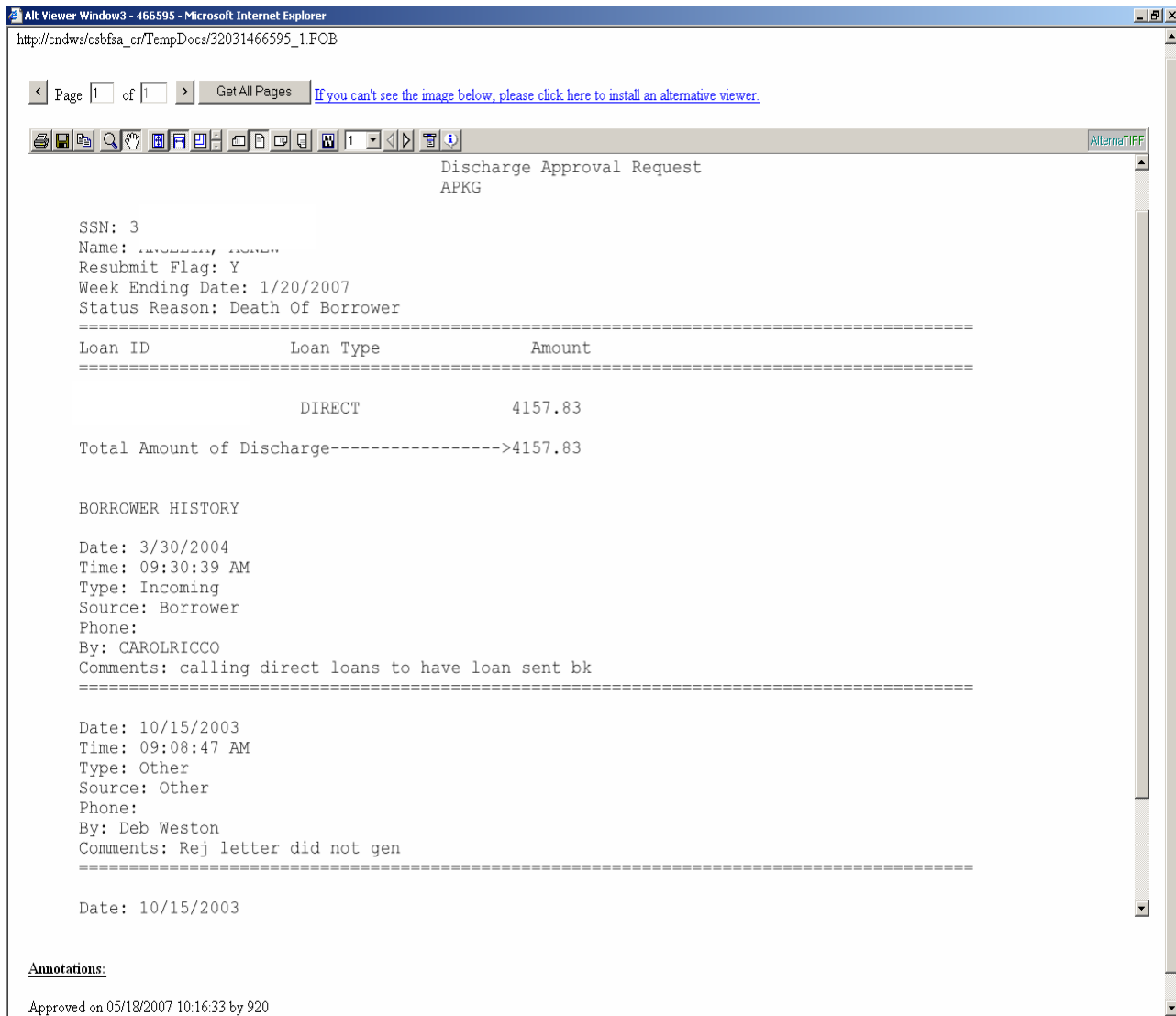
**Arrow**-Allows you to put an arrow or arrows on the image

**Sticky Note**-Allows you to place a sticky note with comments on the document

**Stamp**-Allows you to put stamp on document/Specific fields available

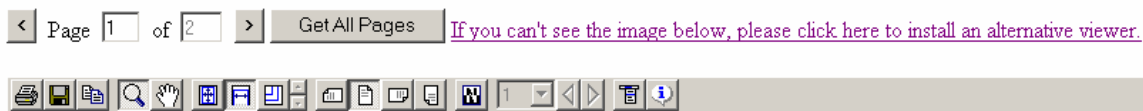
## AlternaTIFF (Alternative) Viewer

The document is displayed via the 'AlternaTIFF (Alternative) Viewer' when a Document ID number is clicked under the 'New Viewer' column. Any annotations pertaining to the document(s) are displayed at the bottom of the window.



## Example of a Retrieved Document

## Document Alternatiff Viewer Icon Definitions



**Page Arrows**-Move from page to page using the forward and back arrows

**Page Box**-Input page number to move from page to page.

**Get All Pages**-Click to combine images for printing as a single document.

**Print** – The print button prints the document.

**Save As**-Save the tiff image to a folder location on your desktop.

**Copy to Clipboard**-Copy the tiff image to a document.

**Zooming Mode**-Allows you to click on image to increase and then decrease size back to normal.

**Panning Mode**-Allows you to move image up and down on screen.

**Best Fit**-Full image view

**Fit to Window Width**-Full image view but must scroll up and down page to view the whole image

**Fixed Size (100%)**-Full image view but must scroll up, down, and from side to side to view the whole image

**Arrows (Up and Down)**-Increase and then decrease size back to normal view.

**Rotated Left**-Rotate image to the left.

**Original Orientation**-Bring image back to original view.

**Rotated Right**-Rotate image to the right.

**Upside Down**-Rotate image upside down.

**Negative Image**-Blackens image to negative mode.

**Page Number with Down Arrow**-Disabled-Use the Page Number and Arrows above Toolbar

**Page Arrows-Disabled**-Use the page Number and Arrows above Toolbar

**Menu**-Lists toolbar options.

**Viewer Information and Image Properties**-Alternatiff Viewer Information

## Search for Microfilm, Microfiche Or Paper Documents OR Print Panagon Images

Click in the box next to 'Click here to get Microfilm, Microfiche or Paper Documents' to request non-imaged documents be sent to the requestor or third party. Click in the box next to, 'Click here to Print Panagon Images when "Submit" is chosen:' to request the documents be printed and mailed to the requestor or third party. The user will need to:

- Select the Document Required
- Select the Request Type
- Select the Debt Type
- Fill in the Recipients Name
- Fill in the destination

If a recipients name and address are not provided the document(s) will be sent to the requestor based on the DMCS User ID which indicates the user's location.

Once you enter a Debt ID or SSN, choose the 'Document Type', 'Request Type', or 'Debt Type' from the drop-down menus if you want to refine your search and click on the **Search** option.

The screenshot shows the 'CSB Common Retrieval' web form. At the top left is the FSA Federal Student Aid logo with the tagline 'We Help Put America Through School'. At the top right is the 'COMMON SERVICES FOR BORROWERS' logo with the tagline 'The Help America Manage Student Aid Obligations'. Below the logos is a blue navigation bar with buttons: Search (circled in red), Clear, Submit, Report, and Close. The main form area contains the following fields and options:

- PCA ID: PIC028
- Document Class: All (dropdown menu)
- Click here to get Microfilm, Microfiche or Paper Documents: ☒ (Annotated with a red arrow pointing to the text 'Microfilm, Microfiche or Paper Documents box')
- Click here to Print Panagon Images when "Submit" is chosen: ☒ (Annotated with a red arrow pointing to the text 'Print Panagon Images box')
- Please Enter At Least One (1) Key Value:
  - SSN: xxxxxxxx
  - Debt ID: [text input field](Annotated with a red arrow pointing to the text 'Enter either SSN OR Debt ID')
- Optional fields for Microfilm, Microfiche or Paper:
  - Document Required: P - Prom Notes Only (dropdown menu)
  - Request Type: C - Copies (dropdown menu)
  - Debt Type: A - ALL (dropdown menu)
  - Send To: [text input field]
  - Street Addr1: [text input field]
  - Street Addr2: [text input field]
  - City: [text input field]
  - State: [text input field]
  - ZIP: [text input field]

## Results of Microfilm, Microfiche, Or Paper Documents Search

After 'Search' has been chosen, the items pertaining to that SSN or Debt ID will be listed. Check the boxes next to the desired Debt ID's (if all displayed Debt IDs are being requested then no boxes would need to be checked), fill in the recipient's name and address information if you are requesting for a third party. Click the 'Submit' button to request the document(s) get mailed to the intended recipient.

The request will be passed to the Debt Collection System and the document will be sent to the requestor or third party. If you are the requestor the "Send to" and address fields do not need to be completed.

We Help Put America Through School

Search Clear Submit Report Close

PCA ID: JYB

Document Class: All

Click here to get Microfilm, Microfiche or Paper Documents: ☒  
Click here to Print Panagon Images when "Submit" is chosen: ☐

Please Enter At Least One (1) Key Value:

SSN:   
Debt ID:

Optional fields for Microfilm, Microfiche or Paper:

Document Required: P - From Notes Only  
Request Type: C - Copies  
Debt Type: A - ALL  
Send To:   
Street Addr1:   
Street Addr2:   
City:   
State:

You can request the items listed below by clicking the Submit button. They are not viewable on this web site.  
Your request will be passed to the Debt Collection System and the documents will be sent to you shortly.  
You can click on the checkboxes to select debts, otherwise the request will be submitted for every debt displayed.

6 Item(s) Found

Get	Debt ID / SSN	FirstName	LastName
<input type="checkbox"/>	G200504004817101	SANG	CHOI
<input type="checkbox"/>	G200504004817202	SANG	CHOI
<input type="checkbox"/>	G200504004817303	SANG	CHOI
<input type="checkbox"/>	G200504004817404	SANG	CHOI
<input type="checkbox"/>	G200504004817505	SANG	CHOI
<input type="checkbox"/>	G200504004817606	SANG	CHOI

**The Result of the Search**

We Help Put America Through School

Search Clear Submit Report Close

PCA ID: JYB

Document Class: All

Click here to get Microfilm, Microfiche or Paper Documents: ☒  
Click here to Print Panagon Images when "Submit" is chosen: ☐

Please Enter At Least One (1) Key Value:

SSN: 000000000  
Debt ID:

Optional fields for Microfilm, Microfiche or Paper:

Document Required: P - From Notes Only  
Request Type: C - Copies  
Debt Type: A - ALL  
Send To: Lynne DuBois  
Street Addr1: 501 Blecker St  
Street Addr2:   
City: Utica  
State: NY  
ZIP: 13501

You can request the items listed below by clicking the Submit button. They are not viewable on this web site.  
Your request will be passed to the Debt Collection System and the documents will be sent to you shortly.  
You can click on the checkboxes to select debts, otherwise the request will be submitted for every debt displayed.

6 Item(s) Found

Get	Debt ID / SSN	FirstName	LastName
<input checked="" type="checkbox"/>	G200504004817101	SANG	CHOI
<input type="checkbox"/>	G200504004817202	SANG	CHOI
<input checked="" type="checkbox"/>	G200504004817303	SANG	CHOI
<input type="checkbox"/>	G200504004817404	SANG	CHOI
<input checked="" type="checkbox"/>	G200504004817505	SANG	CHOI
<input type="checkbox"/>	G200504004817606	SANG	CHOI

**Selecting Debt ID's**

## Results of Submit When Microfilm, Microfiche or Paper is Requested

After your request is submitted there will be a message displayed at the bottom of the page explaining 'REQUEST SUCCESSFUL'. The Debt ID(s) being requested will show as well. If any Debts have been requested previously and are still being processed, there will be a failed message stating Debt's have not been sent as **"The previous request has not been fulfilled. Further details on the submit button can be found on page 4, 12 and 13."**

**CSB Common Retrieval**

COMMON SERVICES FOR BORROWERS  
We Help America Manage Student Aid Obligations

Search Clear Submit Report Close

PCA ID: JYB

Document Class: All

Click here to get Microfilm, Microfiche or Paper Documents: ☒

Click here to Print Panagon Images when "Submit" is chosen: ☐

Please Enter At Least One (1) Key Value:

SSN:

Debt ID:

Optional fields for Microfilm, Microfiche or Paper:

Document Required: P - Prom Notes Only

Request Type: C - Copies

Debt Type: A - ALL

Send To:

Street Addr1:

Street Addr2:

City:

State:

ZIP:

Printimages: FALSE

Results:

- REQUEST SUCCESSFUL for G200504004817202.
- FAILED 2 - G200504004817303 The previous request has not been fulfilled..
- FAILED 2 - G200504004817404 The previous request has not been fulfilled..
- FAILED 2 - G200504004817505 The previous request has not been fulfilled..
- FAILED 2 - G200504004817606 The previous request has not been fulfilled..

Request  
Successful  
Message

Request  
Failed  
Message

## Results of a Request to Print Panagon Images When Clicking Submit

If the user requires Panagon Images to be printed or mailed to a third party, first the user must ensure the search for the documents was preformed as previously explained (input the SSN or Debt ID and click the **“Search”** button).

The screenshot shows the 'CSB Common Retrieval' form. At the top left is the FSA logo with the tagline 'We Help Put America Through School'. At the top right is the 'COMMON SERVICES FOR BORROWERS' logo with the tagline 'The Right American Mortgage. Standard And Obligations.' Below the logos is a blue navigation bar with buttons: Search, Clear, Submit, Report, and Close. The 'Search' button is circled with a red dashed line. Below the navigation bar, the form displays 'PCA ID: JYB' and a 'Document Class' dropdown menu set to 'All'. There are two checkboxes: 'Click here to get Microfilm, Microfiche or Paper Documents:' (unchecked) and 'Click here to Print Panagon Images when "Submit" is chosen:' (unchecked). Below these is a section 'Please Enter At Least One (1) Key Value:' with input fields for 'SSN' and 'Debt ID'. Further down is a section 'Optional fields for Microfilm, Microfiche or Paper:' with a 'Document Required' dropdown set to 'F - From Notes Only', a 'Request Type' dropdown set to 'C - Copies', and a 'Debt Type' dropdown set to 'A - ALL'. There are also input fields for 'Send To', 'Street Addr1', 'Street Addr2', 'City', 'State', and 'ZIP'.

Once the search is complete the document(s) will be displayed. The user clicks in the box that states, **“Click here to Print Panagon Images when ‘Submit’ is chosen:”**. The user then selects the criteria from the drop-down menu options and enters the name and address of the third party. The user then clicks the **“Submit”** button.

The screenshot shows the 'CSB Common Retrieval' form after the search. The 'Submit' button in the navigation bar is circled with a red dashed line. The form displays 'PCA ID: JYB' and the 'Document Class' dropdown menu set to 'All'. The checkbox 'Click here to Print Panagon Images when "Submit" is chosen:' is now checked. The 'Please Enter At Least One (1) Key Value:' section shows 'SSN' and 'Debt ID' input fields. The 'Optional fields for Microfilm, Microfiche or Paper:' section shows 'Document Required' set to 'F - Entire File', 'Request Type' set to 'C - Copies', and 'Debt Type' set to 'A - ALL'. The 'Send To' field is filled with 'Linda Peglow', 'Street Addr1' with '501 Blecker St', 'City' with 'Utica', 'State' with 'NY', and 'ZIP' with '13501'. Below the form, a table displays 12 items found. A red bracket on the left side of the table points to the 'Doc ID' column, with the text 'List of Doc IDs' written next to it.

Doc ID	SSN	Doc Type	Debt ID	Receipt Date	Company ID	Case ID	Image ID	Auxiliary 1	Auxiliary 2	Date Of Death	Spouse SSN	New Viewer
466595		apkg		1/25/2007	ACSW00							466595
464597		apkg		12/18/2006	ACSW00							464597
464562		apkg		12/18/2006	ACSW00							464562
440405		corr		5/24/2006	ACSW00							440405
428371		apkg		4/24/2006	ACSW00							428371
428426		apkg		4/24/2006	ACSW00							428426
428261		apkg		4/20/2006	ACSW00							428261
428230		apkg		4/20/2006	ACSW00							428230
428292		apkg		4/20/2006	ACSW00							428292
427588		apkg		4/4/2006	ACSW00							427588
421025		apkg		3/16/2006	ACSW00							421025
406011		inve		3/6/2006	ACSW00							406011

After the user clicks the **“Submit”** button a list of document ID numbers will be displayed confirming the items that meet the chosen criteria have been requested for print. The request is transmitted to the Greenville Texas Imaging Department where it will be mailed to the intended recipient.

The screenshot shows a web application interface for document requests. At the top left is a logo with the text "STUDENT CARS" and "We Help Put America Through School". Below the logo is a blue navigation bar with buttons: Search, Clear, Submit, Report, and Close. The main content area has a title "PCA ID: JYB" and a "Document Class:" dropdown menu set to "All". Below this are two checkboxes: "Click here to get Microfilm, Microfiche or Paper Documents:" (unchecked) and "Click here to Print Panagon Images when 'Submit' is chosen:" (checked). A section titled "Please Enter At Least One (1) Key Value:" contains input fields for "SSN" (with the value "3") and "Debt ID". Below this is a section titled "Optional fields for Microfilm, Microfiche or Paper:" with a "Document Required" dropdown set to "P - From Notes Only". Further down are "Request Type" (set to "C - Copies") and "Debt Type" (set to "A - ALL") dropdowns. Below these are input fields for "Send To", "Street Addr1", "Street Addr2", "City", "State", and "ZIP". A red dashed box highlights a list of document IDs: 466595, 464562, 464597, 440405, 428230, 428261, 428292, 428371, 428426, 427588, 421025, and 406011. Below the list, a note states: "Look Consolidation images need to be printed on you local network printer through the Viewer." At the bottom, a footer note says: "For W202 request do SEARCH before SUBMIT".

PCA ID: JYB

Document Class: All

Click here to get Microfilm, Microfiche or Paper Documents: ☐

Click here to Print Panagon Images when "Submit" is chosen: ☒

Please Enter At Least One (1) Key Value:

SSN 3

Debt ID

Optional fields for Microfilm, Microfiche or Paper:

Document Required P - From Notes Only

Request Type C - Copies

Debt Type A - ALL

Send To

Street Addr1

Street Addr2

City

State

ZIP

Requested to print the following documents:

- 466595
- 464562
- 464597
- 440405
- 428230
- 428261
- 428292
- 428371
- 428426
- 427588
- 421025
- 406011

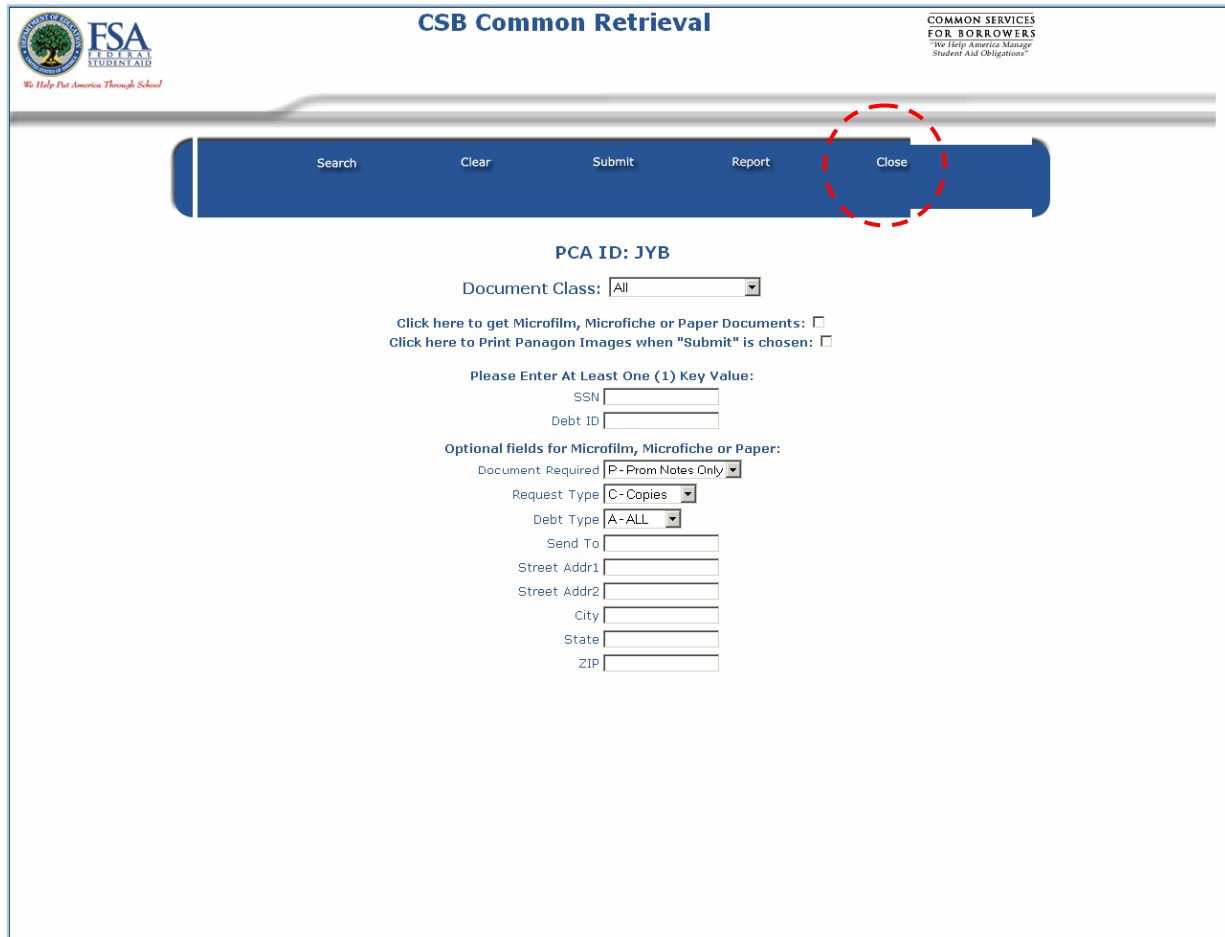
Look Consolidation images need to be printed on you local network printer through the Viewer.

For W202 request do SEARCH before SUBMIT



## Logging Off the CSB Common Retrieval System

To exit out of CSB Common Retrieval, click on the **'Close'** button.



The screenshot shows the CSB Common Retrieval System interface. At the top left is the FSA Federal Student Aid logo with the tagline "We Help Put America Through School". At the top right is the "COMMON SERVICES FOR BORROWERS" logo with the tagline "We Help America Manage Student Aid Obligations". Below the logos is a blue navigation bar with buttons for "Search", "Clear", "Submit", "Report", and "Close". The "Close" button is circled in red. Below the navigation bar, the "PCA ID: JYB" is displayed. Underneath is a "Document Class:" dropdown menu set to "All". There are two checkboxes: "Click here to get Microfilm, Microfiche or Paper Documents:" and "Click here to Print Panagon Images when 'Submit' is chosen:". Below these is a section titled "Please Enter At Least One (1) Key Value:" with input fields for "SSN" and "Debt ID". Another section titled "Optional fields for Microfilm, Microfiche or Paper:" contains a "Document Required" dropdown set to "P - Prom Notes Only", a "Request Type" dropdown set to "C - Copies", a "Debt Type" dropdown set to "A - ALL", and input fields for "Send To", "Street Addr1", "Street Addr2", "City", "State", and "ZIP".